



# TRING TOWN COUNCIL

COUNCIL CHAMBER  
THE MARKET HOUSE  
61 HIGH STREET  
TRING HERTS  
HP23 4AB

## Complaints Policy and Procedure

1. Tring Town Council is committed to providing a quality service for the benefit of the people who live and work in its area or are visitors to the locality. If you are dissatisfied with the standards of service you have received from the Council or are unhappy with the action or lack of action by this Council, this Complaints Procedure sets out how you may complain to the Council and how we shall try to resolve your complaint.
2. This Complaints Procedure applies to complaints about Council administration and procedures and may include complaints about how Council employees have dealt with your concerns.
3. This Complaints Procedure does not apply to :-
  - 3.1 Complaints by one Council employee against another Council employee, or between a council employee and the council as employer. These matters are dealt with under the council's disciplinary and grievance procedures
  - 3.2 Complaints against councillors. Complaints against councillors are covered by the Code of Conduct for Members adopted by the council on 14<sup>th</sup> May 2012 and, if a complaint against a councillor is received by the council, it will be referred to the Standards Committee of Dacorum Borough Council. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of Dacorum Borough Council.
4. The appropriate time for influencing council decision-making is by raising your concerns before the council debates and votes on a matter. You may do this in writing to the council in advance of the meeting at which the item is to be discussed. There may also be the opportunity to raise your concerns in the public participation section of the council meetings. If you are unhappy with a council decision, you may raise your concerns with the council, but Standing Orders prevent the council from re-opening issues for six months from the date of the decision, unless there are exceptional grounds to consider this necessary.
5. You may make your complaint about the council's procedures or administration to the Clerk. You may do this in person, by phone, by writing to, or emailing, the Clerk. The address and numbers are set out below.
6. Wherever possible, the Clerk will try to resolve your complaint immediately. If this is not possible, the Clerk will normally try to acknowledge your complaint within five working days.

7. If you do not wish to report your complaint to the Clerk, you may make complaint directly to the Chairman of the Council who will report your complaint to the Council.
8. The Clerk or the Council will investigate each complaint, obtaining further information as necessary from you and/or staff or members of the Council.
9. The Clerk or the Chairman of the Council will notify you within 20 working days of the outcome or your complaint and of what action (if any) the Council proposes to take a result of your complaint. (In exceptional cases, the twenty day time scale may be extended but if it is, you will be kept informed.)
10. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the full Council and (usually within eight weeks) you will be notified in writing of the review of your original complaint.

### **Contacts**

The Clerk of Tring Town Council  
Council Chamber  
61 High Street  
Tring  
Herts HP23 4AB

Telephone: 01442 823347

Email: [clerk@tring.gov.uk](mailto:clerk@tring.gov.uk)

The Chairman of Tring Town Council  
(details available on website [www.tring.gov.uk](http://www.tring.gov.uk))

Adopted: 23<sup>rd</sup> January 2017 and last reviewed January 2022

Next Review date: January 2026